

Career SoftSkill Essentials™

Anger Management

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Anger Management

Section 1: Before You Begin

1. What work skills from this checklist do you have?

- ☐ I understand what causes anger in self and others.
- ☐ I know how inward thoughts affect outward behavior.
- ☐ I control the display of anger in public.
- ☐ I wait until emotions are under control to address a problem/situation.
- ☐ I keep voice even and calm when upset.



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Section 1: Continued

2. Which of these skills would you like to improve or develop?

_____ Understands what causes anger in self and others.

_____ Knows how inward thoughts affect outward behavior.

_____ Controls the display of anger in public.

_____ Waits until emotions are under control to address a problem/situation.

_____ Keeps voice even and calm when upset.



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Section 2: Information about Skills on Checklist

- Employers expect employees to manage their anger.
- Disagreements happen between coworkers. Solving disagreements at work is important to the company.
- Stress is reduced in the workplace when anger is controlled.
- Controlling anger is part of being a responsible employee.
- Outbursts of anger may cause you to lose your job.



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Understands What Causes Anger in Yourself and Others

This means that in the workplace:





- Know what angers you, then try to avoid those situations.**
- Know what angers your coworkers, then avoid creating those situations.**
- Find positive ways to control anger.**
- When you understand what causes anger in yourself and others, you have an essential career soft skill.**



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Know How Inward Thoughts Affect Outward Behavior

This means that in the workplace:

-  **Positive thoughts help you feel and appear calm and confident.**
-  **Positive thoughts reduce stress in the workplace.**
-  **Angry thoughts lead to negative behavior.**
-  **When you know how your inward thoughts affect your outward behavior, you have an essential career soft skill.**



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Controls the Display of Anger

This means that in the workplace:

- **Anger causes stress and uneasiness among coworkers.**
- **Anger wastes time and energy.**
- **There are productive ways to express anger.**
- **When you control the display of anger, you have an essential career soft skill.**



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Waits Until Emotions Are Under Control to Address Problem/Situation

This means that in the workplace:

- **Situations, problems, and/or concerns appear worse when you are angry.**
- **If you speak before you get anger under control, you may say things that create more problems.**
- **Negative emotions create tension.**



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Waits Until Emotions Are Under Control to Address Problem/Situation continued

- Taking time to develop a possible solution to your problem before taking action helps you resolve the situation.
- When you wait until emotions are under control to address problem/situation, you have an essential career soft skill.



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Keeps Voice Even and Calm When Upset

This means that in the workplace:

- The tone of your voice is important; it may indicate a problem when there is none.
- An angry voice will keep emotions high.
- It has a calming effect when coworkers see you with your anger under control.
- When you keep your voice even and calm when upset, you have an essential career soft skill.



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Section 3: Scenario/Case Study

Tia's morning did not start well. Her little boy got out of bed with a temperature which meant he could not go to day care. Tia made several phone calls before she found a friend who would stay with her son.

Tia looked at the clock. If she hurried, she would only be 10 minutes late for work. As Tia got into the car, the battery was dead because the door had not been closed.

She quickly headed to the bus stop without calling her supervisor. The bus arrived 15 minutes late.



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When Tia arrived at work, she was over an hour late. She was stressed and angry at the world.

Her coworkers were busy. Tia had forgotten the big sale in the store. Customers were waiting for help.

Her supervisor was very upset with her lack of responsibility. Tia would need to work late to make up the time she missed.



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Tia was angry with herself and totally upset when her boss spoke to her about her lateness. She was worried about her sick child and anxious about what it would cost to get a new battery.

With each passing hour, Tia's mood got worse and it showed in her attitude. She took her anger out on her coworkers and customers by snapping at them. Tension increased. Tia felt she was being treated unfairly. Nobody understood her situation.



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Section 4: Applying What You Know

1. Tia was getting angry because no one seemed to understand her situation. What skills does Tia need to develop?

- _____ Understands what causes anger in self and others.
- _____ Knows how inward thoughts affect outward behavior.
- _____ Controls the display of anger in public.
- _____ Waits until emotions are under control to address a problem/situation.
- _____ Keeps voice even and calm when upset.



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2. What can Tia do to help solve the problem? Be specific.
3. What could Tia have done to avoid this situation?



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Section 5: Skill Review

List at least three things you learned or skills you have improved from this module.

Congratulations, you have successfully completed the Anger Management soft skill module.



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Section 5: Skill Review continued

The following are ways to show anger management:

- Understand what causes anger in self and others.
- Know how inward thoughts affect outward behavior.
- Control the display of anger in public.
- Wait until emotions are under control to address a problem/situation.
- Keep voice even and calm when upset.